

28 September 2020

Using the lifts: Updates from Safe Work Australia

I refer to my circulars of 7 & 21 May 2020 regarding Safe Work Australia and WHS Guidelines relating to use of lifts and social distancing in the work place. A copy of the circulars can be found here:

7 May 2020:

[https://www.ccl.com.au/files/circulars/2020/Circular to Shareholders, Clerks Staff %e2%80%93 Social Distancing %e2%80%93 Lifts.pdf](https://www.ccl.com.au/files/circulars/2020/Circular%20to%20Shareholders,%20Clerks%20Staff%20Social%20Distancing%20Lifts.pdf)

21 May 2020:

[https://www.ccl.com.au/files/circulars/2020/Circular to Shareholders, Clerks Tenants - New guidance on social distancing in lift.pdf](https://www.ccl.com.au/files/circulars/2020/Circular%20to%20Shareholders,%20Clerks%20Tenants%20New%20guidance%20on%20social%20distancing%20in%20lift.pdf)

CCL appreciates that as Floors return to normal operations, congestion in the lifts is increasing and can be frustrating at times, particularly during peak periods. Please be assured that we are doing everything we can to keep all lifts well maintained and operational.

Safe Work Australia updated their Guidelines relating to lifts on the 15 September 2020 as follows:

Within lifts:

- *users of lifts must maintain physical distancing, to the extent possible. Lifts must not be overcrowded and users should avoid touching other users.*
- *workers must practice good hygiene in lifts. If they do need to cough or sneeze during a journey they must do so into their arm or a clean tissue.*
- *place signage in the lift reminding workers and others to practice good hygiene by washing their hands, or where this is not possible, using appropriate hand sanitiser, after exiting the lift, particularly if they touched lift buttons, rails or doors – see also our information on hygiene*
- *implement regular cleaning of high touchpoints such as lift buttons and railings – see also our information on cleaning.*

And furthermore:

Where workers and others use lifts it is still important that they physically distance themselves to the extent possible when waiting for a lift and when in the lift. You must do what you reasonably can to ensure crowding in and around lifts does not occur.

In the lift lobby or waiting area:

- *ensure workers and others maintain a physical distance of 1.5 metres, to the extent possible*

- *implement measures at waiting areas for lifts, such as floor markings or queuing systems. Also create specific pathways and movement flows for those exiting the lifts where possible (you may need to consult with your building manager or other employers in the building to ensure this occurs). You could consider engaging someone to monitor compliance with physical distancing measures where appropriate*
- *place signage around lift waiting areas reminding users to practice physical distancing and good hygiene while waiting for and using lifts, including to wait for another lift if the lift is full*
- *display an advisory passenger limit for each lift – these limits could be temporarily adjusted up by one or two during peak periods where additional demand is unavoidable (subject to it not leading to overcrowding in lifts) to facilitate extra movement of workers and to prevent overcrowding in waiting areas. This may result in fewer persons travelling in a lift at any one time to ensure workers and others maximise physical distance from each other, to the extent possible*

The full version of the Safe Work Guidelines can be found at this link:

https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/office/physical-distancing?tab=tab-toc-small_business#heading--22--tab-toc-lifts

At this stage, apart from monitoring the entry foyers for overcrowding and, maintaining the current signage located in the lifts and throughout the buildings which reminds Members and tenants about the above guidelines, CCL is not actively regulating or monitoring the use of the lifts in relation to social distancing, however, we are relying on the discretion of Members and Floor Staff to observe the Safe Work guidelines and to make their own determination regarding the safe use of the lifts. CCL does keep the matter under constant review and if the situation changes or if Safe Work introduce further or reduced restrictions/guidelines, CCL will then take further action.

I take this opportunity to again remind Members & Clerks that it is possible to use the rear fire stairs in Wentworth & Selborne Chambers to gain access to Floors provided you have a valid access card or tag. To reduce lift congestion during peak periods, CCL encourages Members and Clerks to use the fire stairs wherever possible.

CCL Network: Introduction to Cisco Flex (Webex) licensing

Over the last couple of years Cisco has made significant changes to its product licensing and, in particular, the annual Flex Licences that are relevant to all Network Members.

The availability of additional services and the ability to interface with other software platforms (ie: Microsoft Office) we believe are impressive and will be useful to Members.

Included in the new licencing are Webex Teams and Webex Meetings, some of the services available are as follows:

- Deskphone control – dial contacts from your Outlook contacts list or contacts within Webex Teams
- Softphone – Use your VoIP extension on a PC/Mac or Android/iPhone
- SIP dialling – can be used to connect to court hearings where compatible systems are in use
- Webex Meetings – host online video conferencing meetings and set up meetings using Microsoft O365
- Instant Messaging – one on one and group messaging, including content sharing
- Access voicemail from the Webex Teams app

Some Members may currently be using Cisco Jabber which is being replaced by Webex Teams.

We are aware that the majority of Members may be unaware and also, are not utilising these new tools. Earlier this year, prior to COVID, CCL had intended to have its Network Staff roll-out these services to each Member individually as part of the re-onboarding project but, unfortunately, this has not been possible. However, now, as the transmission of COVID in the community is reducing, we would like to take this opportunity to introduce these services to our Member Floors.

As a starting point, a Member of the CCL IT Staff will contact each Clerk individually over the coming weeks to invite them to attend a meeting to introduce the licensing inclusions and provide an overview of these new services. The Meetings will be held in CCL's offices and will either be held individually or with one or two other Clerks present. Clerks are welcome to bring their laptops to the meeting.

After the initial meetings with Clerks is complete and based on there being no significant change to the COVID situation, then a Member of the CCL IT staff will arrange a convenient time with each Clerk to visit their Floor and meet with Members individually to provide them with an overview of the new services and to provide assistance to implement the services on their devices.

This is not a 'sales pitch', Floors are already paying for these services and consequently, we believe that it is important and will be helpful for Members to be provided with this information and the assistance, as proposed above.

CCL Network: Face-to-face support

Member Floors will be aware that due to risks associated with COVID-19 that, in order to protect CCL Staff and reduce the risk of potential transmission throughout CCL's buildings, CCL has not been in a position to offer face-to-face Network support to its Members for the majority of this year.

Please be assured that we are doing everything we can to provide support to Members remotely, this has included employing additional Network staff and purchasing additional software that enables our Network Staff to connect to devices remotely. We appreciate that the situation has been compounded by the necessity for devices to be 're-onboarded' (unfortunately, it was not possible to delay this important security process).

We understand, that, at times, the situation can be frustrating and we appreciate the support of Members and particularly Clerks during what has been a very difficult year.

After the introduction to Flex Licensing is complete, as advised above, it is our intention to re-introduce some face-to-face support later in the year. Face-to-Face support will be re-introduced slowly and will be provided on an 'as required' basis where issues cannot first be resolved remotely.

Requests for IT Service should continue to be logged through either the tenant portal or by emailing support@ccl.com.au you should only telephone our offices regarding an IT service request if the request has already been logged and you have a service request number. Under normal circumstances, when a request has been logged it is normally triaged within 5-10 minutes (times vary based on demand).

Service requests are prioritised as follows:

- (a) Shareholder requests will be attended to first;
- (b) then Clerks;
- (c) then Readers & Licensees;
- (d) then Staff.

In relation to service requests for the new Quatrotech Office 365 service, please see link to Michael Wright's email to Clerks dated 24 September 2020:

https://www.ccl.com.au/files/circulars/2020/Quatrotech_Office_365_Migration.pdf

Common touch point cleaning & shower facilities

The common touch point cleaning and additional bathroom cleaning throughout the buildings will continue until the end of the year.

Unfortunately, due to the requirements for contact tracing and additional cleaning, it is not possible to re-open the shower facilities at this time. The decision to close the shower facilities in CCL's buildings was made based on health advice and in observation of the requirements outlined in CCL's Infectious Diseases Management Plan (which can be found on our website). CCL is taking every reasonable measure to prevent the spread of COVID-19, to ensure the wellbeing and health of Members, Clerks, Staff and Clients and also to mitigate loss from having to shut down areas of the building or the building entirely as a result of a confirmed case of COVID-19. Members will appreciate that the showers are communal, are located in remote areas of the buildings and the potential to compromise multiple Floors presents a very serious risk. As advised above, the reasons for the closure include the difficulty associated with contact tracing and surplus cleaning requirements that maintaining use of the showers would require at the moment.

The situation remains under continual review and, as soon as the showers are safe to re-open, an announcement will be made.

Please do not hesitate to contact me if you require any further information or have any feedback relating to the above.

Kind Regards,
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